

## **Transcript: Francesca**

**Baez-5049253046468608-6689273759088640**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits American. My name is Francesca. How can I assist you today? Hello. Hi. My name is ... calling from status. I apologize, ma'am. It sounds very muffled. Sorry? Yes, ma'am. We don't have a good connection. It sounds muffled and robotic. Could you try moving around in the area? I'm looking for police status. I'm sorry, ma'am? Sorry? Yes, ma'am. The line doesn't sound good. It sounds muffled. Could you try to put your phone on speaker and take it off speaker? Maybe that'll help.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits American. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hello. Hi. My name is ... calling from status.

Speaker speaker\_1: I apologize, ma'am. It sounds very muffled.

Speaker speaker\_2: Sorry?

Speaker speaker\_1: Yes, ma'am. We don't have a good connection. It sounds muffled and robotic. Could you try moving around in the area?

Speaker speaker\_2: I'm looking for police status.

Speaker speaker\_1: I'm sorry, ma'am?

Speaker speaker\_2: Sorry?

Speaker speaker\_1: Yes, ma'am. The line doesn't sound good. It sounds muffled. Could you try to put your phone on speaker and take it off speaker? Maybe that'll help.